

GENERAL CUSTOMER SERVICES TARIFF

HORRY TELEPHONE COOPERATIVE, INC.  
CONWAY, SOUTH CAROLINA

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

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### 13. MISCELLANEOUS SERVICE ARRANGEMENTS

#### 13.21 Mass Announcement Service

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##### 13.21.1 General

- A. Mass Announcement Service places phone calls to individuals on a predefined call list and delivers a pre-recorded message.
- B. Mass Announcement Service can be configured to automatically call contacts until the calls have been completed, or trying repeatedly until a certain number of call attempts, or an end date, or an end time have been reached.
- C. Call attempts can also be restricted to certain days of the week or to certain times of the day.
- D. Various pricing options are available for Mass Announcement Service based upon the amount of monthly usage anticipated by the subscriber. Pricing elements include a monthly recurring charge and per-minute charge for calls to locations outside of a customer's normal flat rate local calling area.
- E. There is not a minimum term for Mass Announcement Service.

##### 13.21.2 Responsibility of the Customer

- A. Each subscriber to Mass Announcement Service is assigned an account number and a password that will be utilized to configure and activate the service.
- B. It is the subscriber's responsibility to protect and disseminate the account number and password information to its authorized users of Mass Announcement Service.
- C. Authorized users having the account number and password information will be able to compile and alter the list of numbers, record messages, initiate the placement of calls; configure a future date and time to send a message, and configure additional options such as how long a call attempt should ring before being terminated, how long to wait before trying an unsuccessful call, and whether call attempts should only be made during certain times.
- D. It is the customer's responsibility not to use Mass Announcement Service to defraud, cause harm, or wrongfully obtain anything of value.

##### 13.21.3 Rates and Charges

The following rates and charges are for Mass Announcement Service only and are in addition to the applicable monthly rates and nonrecurring charges for Exchange Access Lines and other services and equipment to which they are associated.

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13. MISCELLANEOUS SERVICE ARRANGEMENTS

13.21 Mass Announcement Service (continued)

13.21.3 Rates and Charges (continued)

A. Mass Announcement Service – One (1) Call List

<u>Contacts Per List</u>	<u>Monthly Rate</u>	<u>Minutes Per Month Included</u>	<u>Overage Charge</u>	<u>Installation Charge</u>
250	\$ 35.00	1,000	\$ 0.0250	\$ 50.00
500	\$ 45.00	2,200	\$ 0.0200	\$ 50.00
1,000	\$ 55.00	3,600	\$ 0.0150	\$ 50.00

B. Mass Announcement Service – Two (2) Call Lists

<u>Contacts Per List</u>	<u>Monthly Rate</u>	<u>Minutes Per Month Included</u>	<u>Overage Charge</u>	<u>Installation Charge</u>
250	\$ 55.00	1,000	\$ 0.0250	\$ 50.00
500	\$ 65.00	2,200	\$ 0.0200	\$ 50.00
1,000	\$ 75.00	3,600	\$ 0.0150	\$ 50.00

C. Mass Announcement Service – Three (3) Call Lists

<u>Contacts Per List</u>	<u>Monthly Rate</u>	<u>Minutes Per Month Included</u>	<u>Overage Charge</u>	<u>Installation Charge</u>
250	\$ 75.00	1,000	\$ 0.0250	\$ 50.00
500	\$ 85.00	2,200	\$ 0.0200	\$ 50.00
1,000	\$ 95.00	3,600	\$ 0.0150	\$ 50.00

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service

16.1.1 General

- A. Stand-Alone Broadband Network Transport (SABNT) Service is a high-speed packet-based advanced data service that provides connectivity between customer locations using packet-switching technology and Internet Protocol (IP). In connection with SABNT, the Company offers Virtual Local Area Network (VLAN) service through the use of Virtual Private Network (VPN) functions.
- B. SABNT Service provides transport services with capabilities for various service arrangements that may be used to meet individual customer needs.
- C. SABNT Service, as provided under the provisions of this tariff section, is offered within the Telephone Company's local exchange service areas within the LATA.
- D. The regulations and rates specified herein are in addition to the applicable regulations and rates specified in other sections of this and other tariffs of the Company.
- E. For SABNT Service, the Service Date Change Charge, Expedited Order Charge and Cancellation Charge, as defined in Section 16.1.4, are applicable.
- F. The minimum service period for all SABNT tariff components is twelve months.
- G. SABNT Service is available 24 hours per day, 7 days per week, except for preventive maintenance. Due to the nature of the SABNT Service, it will be necessary to perform preventive maintenance and software updates. Therefore, SABNT Service will be unavailable during the period of time when preventive maintenance is being performed.
- H. Temporary suspension of service is not allowed.

16.1.2 Definitions

A. Stand-Alone Broadband Network Transport Service

Stand-Alone Broadband Network Transport Service is a best effort data transport service which emulates the properties of a circuit-switched network allowing Local Area Networks (LANs) to send bi-directional traffic to other LANs.

## 16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

## 16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

## 16.1.2 Definitions (Continued)

## B. Local Area Network (LAN)

A Local Area Network (LAN) is a communications network spanning a limited geographical area. A LAN connects computers and other peripheral equipment for data communications purposes typically within a building or campus environment.

## C. Class of Service (CoS)

Class of Service (CoS) is a way of managing traffic in a network by grouping similar types of traffic together and treating each type as a class with its own level of service priority. SABNT service provides high-speed data connections that are a part of a packet-based IP network within Company local service areas. SABNT service provides Ethernet service or other supported packet-based services where a single customer connection can support multiple applications with varying Classes of Service (CoS).

- a. Real-Time. This CoS supports Voice over Internet Protocol (VoIP) applications. The Real-Time CoS is supported by a low latency queue.
- b. Business Critical. This CoS supports mission-critical business data applications. These applications tend to be data specific and may include medical imaging, electronic funds transfer, medical records transfer, etc.
- c. Interactive Video. This CoS supports interactive video applications.
- d. Best-Effort. This CoS is the default CoS for all other traffic that is not defined as Business Critical, Interactive Video, or Real-Time and is included, at no additional charge, with the SABNT connection. Customer traffic that is not marked with a particular CoS will be treated as Best Effort. Traffic with the Best Effort CoS will have the lowest priority on the network and will support lower priority data applications, such as email and file transfer protocol (FTP).

For each SABNT connection the customer must decide the mix of packet-based applications to be supported, the Class of Service (CoS) Package Profile, and the amount of bandwidth to be assigned for each CoS. The customer's bandwidth will be limited to the fixed speed associated with each CoS. Therefore, total bandwidth available to support transmission of a specific CoS will depend upon the size of the customer's SABNT connection and the specific CoS percentages the customer selects for the SABNT connection.

16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.2 Definitions (Continued)

C. Class of Service (CoS) (Continued)

A customer may select different CoS Package Profiles for different connections that share the same network VLAN, or SABNT network arrangement. However, technical limitations may limit the total number of different CoS Package Profiles that can be utilized in a single SABNT network arrangement.

D. Stand-Alone Broadband Network Transport (SABNT) Connection

A SABNT Connection provides high-speed data connections that are a part of a packet-based IP network within Company local service areas. SABNT Service provides the ability to order Ethernet Service or other supported packet-based services where a single customer connection can support multiple applications with varying Classes of Service (CoS).

E. Stand-Alone Broadband Network Transport (SABNT) Connection Additional Mileage Charge

Additional mileage charges associated with a SABNT Connection apply when the total distance from the customer premises to the SABNT wire center serving the customer's premises is greater than the distance in miles covered by the SABNT Connection charge.

F. Virtual Local Area Network (VLAN)

A Virtual Local Area Network (VLAN) is a logical grouping of SABNT connections that allows data transmission between such connections to occur as if all connections are on the same physical LAN.

G. VLAN Aggregation

Customers subscribing to a SABNT arrangement are provided with the VLAN Aggregation feature. VLAN Aggregation provides multiple LAN connectivity across a common physical connection. This feature supports customer aggregation of traffic from multiple remote customer locations. This aggregated traffic can be transported back to a central location and across a common SABNT Service interface. VLAN Aggregation utilizes IEEE 802.1Q VLAN Tagging procedures.



## 16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

## 16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

## 16.1.2 Definitions (Continued)

## H. Reconfiguration Changes

A customer request to modify a SABNT Connection subsequent to the establishment of the connection is considered a reconfiguration change. Requests by a customer to change from one SABNT arrangement to another SABNT arrangement will be considered a Reconfiguration Change. Nonrecurring charges provided for processing certain reconfiguration changes are the Service Reconfiguration Charge and System Reconfiguration Charge. The appropriate reconfiguration charge is dependent upon the physical work required to fulfill the reconfiguration change request and applies as specifically set forth herein in lieu of other SABNT nonrecurring charges. Such changes are not treated as disconnects and do not change minimum period requirements.

## a. System Reconfiguration

A customer request to change an existing SABNT arrangement to a new arrangement that is a different physical service type is considered a System Reconfiguration request. As an example, a request to modify the transport medium from copper to fiber would constitute a System Reconfiguration.

## b. Service Reconfiguration

A customer request to change an existing SABNT arrangement to a new arrangement that is the same physical service type is considered a Service Reconfiguration. As an example, a request to modify the bandwidth allocation(s) would constitute a Service Reconfiguration.

## I. Moves

A move involves a change in the physical location of one of the following:

- a. The point of interface at the customer premises.
- b. The customer's premises.

## J. Term Discounts

SABNT Service may be ordered at the customer's option on a monthly rate basis, subject to a minimum service period of twelve months, or for a Term Discount period of either 36 months or 60 months.

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.3 Obligations of Customer and Company

- A. The Company is not responsible for the installation, operation, or maintenance of any equipment provided by the customer.
- B. The SABNT customer is responsible for providing and maintaining all required customer premises equipment (CPE), which is compatible with SABNT Service and complies with the standards for either Ethernet or Internet Protocol (IP), whichever is utilized by the customer for the SABNT service specified in one or more of the following technical publications.
  - Ethernet IEEE Std. 802.3 - 2000, Part 3, Clauses 14, 15, 21, 26, 29, and 34 through 38 - Information Technology – Telecommunications and Information Exchange Between Systems – Local and Metropolitan Area Networks – Specific Requirements
  - IP Request For Comments (RFC) 791, Internet Protocol, DARPA Internet Program Protocol Specification, September 1981.
  - VPN Request For Comments (RFC) 2547, Border Gateway Protocol/Multiprotocol Label Switching/Virtual Private Networks (BGP/MPLS/VPNs), March 1999.
- C. At the service connection point, the customer's signaling must conform to the standards identified to the customer by the Company in response to the customer's written order.

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## 16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

### 16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

#### 16.1.4 Rates and Charges

##### A. Stand-Alone Broadband Network Transport (SABNT) Connection, per connection

		<u>Monthly Rate</u>	<u>Installation Charge</u>
1.	1.536 Mbps SABNT Connection	\$ 340.00	\$ 650.00
2.	2 Mbps SABNT Connection	\$ 400.00	\$ 650.00
3.	4 Mbps SABNT Connection	\$ 435.00	\$ 650.00
4.	8 Mbps SABNT Connection	\$ 525.00	\$ 650.00
5.	10 Mbps SABNT Connection	\$ 715.00	\$ 650.00
6.	20 Mbps SABNT Connection	\$ 900.00	\$ 650.00
7.	50 Mbps SABNT Connection	\$1,100.00	\$ 650.00
8.	100 Mbps SABNT Connection	\$1,450.00	\$ 650.00
9.	250 Mbps SABNT Connection	\$1,800.00	\$ 650.00
10.	500 Mbps SABNT Connection	\$2,200.00	\$ 650.00
11.	750 Mbps SABNT Connection	\$2,550.00	\$ 650.00
12.	1000 Mbps SABNT Connection	\$2,900.00	\$ 650.00

##### B. Stand-Alone Broadband Network Transport (SABNT) Service Additional Mileage Charge

Additional mileage charges associated with a SABNT Connection apply when the total distance from the customer premises to the SABNT wire center associated with the SABNT Service serving the customer's premises is greater than 10 miles.

1.	Additional Mileage Charge per mile	\$ 45.00
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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

C. Package Profiles

1. Package 10 Profile

The Package 10 Profile consists of a combination of Real Time and Business Critical Packet markings provisioned at 70% Real Time and 30% Business Critical.

<u>SABNT Connection</u>	<u>Monthly Rate</u>
1.536 Mbps SABNT Connection	\$ 104.00
2 Mbps SABNT Connection	\$ 120.00
4 Mbps SABNT Connection	\$ 178.00
8 Mbps SABNT Connection	\$ 205.00
10 Mbps SABNT Connection	\$ 220.00
20 Mbps SABNT Connection	\$ 260.00
50 Mbps SABNT Connection	\$ 311.00
100 Mbps SABNT Connection	\$ 345.00
250 Mbps SABNT Connection	\$ 395.00
500 Mbps SABNT Connection	\$ 445.00
750 Mbps SABNT Connection	\$ 470.00
1000 Mbps SABNT Connection	\$ 495.00

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

C. Package Profiles (Continued)

2. Package 20 Profile

The Package 20 Profile consists of a combination of Real Time and Business Critical Packet markings provisioned at 50% Real Time and 50% Business Critical.

<u>SABNT Connection</u>	<u>Monthly Rate</u>
1.536 Mbps SABNT Connection	\$ 90.00
2 Mbps SABNT Connection	\$ 140.00
4 Mbps SABNT Connection	\$ 160.00
8 Mbps SABNT Connection	\$ 215.00
10 Mbps SABNT Connection	\$ 215.00
20 Mbps SABNT Connection	\$ 265.00
50 Mbps SABNT Connection	\$ 315.00
100 Mbps SABNT Connection	\$ 340.00
250 Mbps SABNT Connection	\$ 415.00
500 Mbps SABNT Connection	\$ 440.00
750 Mbps SABNT Connection	\$ 465.00
1000 Mbps SABNT Connection	\$ 490.00

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

C. Package Profiles (Continued)

3. Package 30 Profile

The Package 30 Profile consists of a combination of Real Time, Interactive, and Business Critical Packet markings provisioned at 40% Real Time, 40% Interactive, and 20% Business Critical.

<u>SABNT Connection</u>	<u>Monthly Rate</u>
1.536 Mbps SABNT Connection	\$ 120.00
2 Mbps SABNT Connection	\$ 179.00
4 Mbps SABNT Connection	\$ 238.00
8 Mbps SABNT Connection	\$ 280.00
10 Mbps SABNT Connection	\$ 308.00
20 Mbps SABNT Connection	\$ 359.00
50 Mbps SABNT Connection	\$ 447.00
100 Mbps SABNT Connection	\$ 506.00
250 Mbps SABNT Connection	\$ 579.00
500 Mbps SABNT Connection	\$ 656.00
750 Mbps SABNT Connection	\$ 694.00
1000 Mbps SABNT Connection	\$ 733.00

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

C. Package Profiles (Continued)

4. Package 40 Profile

The Package 40 Profile consists of Business Critical Packet markings provisioned at 100% Business Critical.

<u>SABNT Connection</u>	<u>Monthly Rate</u>
1.536 Mbps SABNT Connection	\$ 56.00
2 Mbps SABNT Connection	\$ 64.00
4 Mbps SABNT Connection	\$ 86.00
8 Mbps SABNT Connection	\$ 96.00
10 Mbps SABNT Connection	\$ 106.00
20 Mbps SABNT Connection	\$ 120.00
50 Mbps SABNT Connection	\$ 136.00
100 Mbps SABNT Connection	\$ 156.00
250 Mbps SABNT Connection	\$ 176.00
500 Mbps SABNT Connection	\$ 196.00
750 Mbps SABNT Connection	\$ 252.00
1000 Mbps SABNT Connection	\$ 266.00

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

D. VLAN Aggregation Network Charges

1. VLAN Aggregation Service Establishment Charge

VLAN Aggregation Service Establishment Charge is a charge to provision a SABNT Connection with the VLAN Aggregation feature and identifies the host connection or the “aggregator” connection.

Nonrecurring  
Charge

Per request, per connection \$ 63.00

2. VLAN Aggregation Network Assignment Charge

The VLAN Aggregation Network Assignment Charge is a charge to provision any remote connection to the VLAN Aggregation host “aggregator” connection.

Nonrecurring  
Charge

Per request, per connection \$ 63.00

E. System Reconfiguration Charge \$ 810.00

F. Service Reconfiguration Charge \$ 225.00

G. Move Charges

1. Moves Within the Same Building

When the move is to a new location within the same building, the charge for the move will be an amount equal to one-half the nonrecurring, i.e., installation charge, for the affected service connection at the customer's premises. There will be no change in the minimum service period requirements.



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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

G. Move Charges (Continued)

2. Moves to a Different Building

Moves to a different building will be treated as a disconnect at the existing location, and all associated nonrecurring installation charges will apply at the new location. The customer will remain responsible for satisfying the remainder of the existing contract.

H. Term Discounts

Monthly recurring charges for services provided by the Telephone Company are subject to discount as listed below. As long as the number of SABNT Services included in a Term Discount plan remains constant, customer requests to install and disconnect SABNT services, including changes affecting different wire centers and/or customer designated premises, will not change the current Term Discount period or the minimum service period and Discontinuance of Service charges as set forth in (3) following will not apply.

SABNT Term Discounts

<u>Month</u> <u>Term</u>	<u>Percentage</u> <u>Discount</u>
36	10%
60	20%

16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

H. Term Discounts (Continued)

1. Upgrades in Term Discounts

Services provided under monthly rates may be upgraded to a Term Discount plan at any time without incurring nonrecurring charges or discontinuance charges for existing services. The monthly rates will be those that are in effect at the time the service is upgraded. A new minimum service period applies to all SABNT services that are upgraded.

2. Upgrades in Capacity

If the customer chooses to upgrade a service under the Term Discount rate plan to a higher capacity, discontinuance charges will not apply, provided all the following conditions are met:

- a. The customer's order for the disconnect of the existing SABNT service and the installation of the new SABNT service are received at the same time involve the same premises and specifically reference the application of upgrade in capacity;
- b. The customer's disconnect order for the existing SABNT service must reference the new SABNT service installation order;
- c. The new Term Discount period meets or exceeds the Term Discount period being discontinued.

3. Discontinuance of Service

If the customer chooses to disconnect all or a portion of the service prior to the expiration of the Term Discount period, discontinuance charges will apply to the portion of the service being discontinued.

Should the customer choose to discontinue a Term Discount plan prior to the completion of the minimum service period, discontinuance charges equal to one-hundred percent of the total undiscounted monthly rates, less any amounts previously paid.

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16. STAND-ALONE BROADBAND NETWORK TRANSPORT (SABNT) SERVICE

16.1 Stand-Alone Broadband Network Transport (SABNT) Service (Continued)

16.1.4 Rates and Charges (Continued)

H. Term Discounts (Continued)

3. Discontinuance of Service (Continued)

Should the customer choose to discontinue service ordered under a 36 month Term Discount plan after the minimum 12 month service period but before the completion of the discount period, discontinuance charges equal to the charges for the months of service rendered at the undiscounted monthly rates less any amounts previously paid will apply.

Should the customer choose to discontinue service ordered under a 60 month Term Discount plan after the minimum service period but before the completion of the first 36 months of the Term Discount period, discontinuance charges equal to the charges for the months of service rendered at the undiscounted monthly rates less any amounts previously paid will apply.

Should the customer choose to discontinue service ordered under a 60 month Term Discount plan after completion of the first 36 months of the Term Discount period, discontinuance charges equal to the charges for the months of service rendered at 36 month (3 year) Term Discount monthly rates less any amounts previously paid will apply.